

2600  
2661

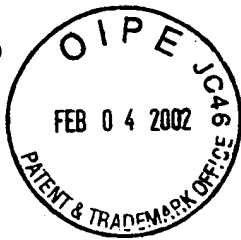
# BLAKELY SOKOLOFF TAYLOR & ZAFMAN

A LIMITED LIABILITY PARTNERSHIP INCLUDING LAW CORPORATIONS

TELEPHONE (408) 720-8300

FACSIMILE (408) 720-8383

BSTZ\_MAIL@BSTZ.COM  
WWW.BSTZ.COM



INTELLECTUAL PROPERTY LAW

SILICON VALLEY OFFICES  
SUNNYVALE AND SAN JOSE  
1279 OAKMEAD PARKWAY  
SUNNYVALE, CALIFORNIA 94085-4040

24 January 2002

2649  
OTHER OFFICES

AUSTIN, TX  
LOS ANGELES, CA  
SAN JOSE, CA  
ORANGE COUNTY/COSTA MESA, CA  
SAN DIEGO/LA JOLLA, CA  
PORTLAND/LAKE OSWEGO, OR  
SEATTLE, WA  
DENVER, CO

Assistant Commissioner for Patents  
US Patent and Trademark Office  
Washington, D.C. 20231  
Box PG Pub

Via Express Mail

Re: USSN: 09/774,944 Filed 30 January 2001  
Applicant: Justin Broughton, et al.  
Title: DIGITAL MULTIMEDIA CONTACT CENTER  
*Transmittal of Request to Rescind Previous Request*  
*Under 35 USC 122(b)(2)(B)(ii)*  
Our File No.: 4919.P001

RECEIVED  
FEB 04 2002  
Technology Center 2600

Dear Sirs:

We have filed the above-identified application under the Patent Cooperation Treaty (PCT). A Request and Certification under 35 USC 122(b)(2)(B)(i) has been submitted for this invention, we herewith submit a Request to Rescind Previous Nonpublication Request under 35 USC 122(b)(2)(B)(ii).

Respectfully submitted,

Blakely, Sokoloff, Taylor & Zafman LLP

Michael J. Mallie  
Reg. No. 36,591

RECEIVED

JUN 19 2002

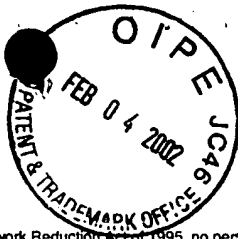
Technology Center 2100

MJM/jls  
Enclosure

I hereby certify that this correspondence is being deposited with the United States Postal Service as Express Mail Label # EL470490942US in an envelope addressed to: Commissioner of Patents and Trademarks, Washington, D.C. 20231, Box PG Pub.

Signature

Date



#7

PTO/SB/36(11-00)

Approved for use through 10/31/2002. OMB 0651-0031

U.S. Patent and Trademark Office: U.S. DEPARTMENT OF COMMERCE

Under the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless it displays a valid OMB control number.

**REQUEST TO RESCIND PREVIOUS NONPUBLICATION REQUEST**  
**35 U.S.C. 122(b)(2)(B)(ii)**

Application Number 09/774,944  
Filing Date 30 January 2001  
First Named Inventor Justin Broughton  
Title DIGITAL MULTIMEDIA CONTACT CENTER  
Attorney Docket No. 4919.P001  
Group Art Unit \_\_\_\_\_  
Examiner \_\_\_\_\_

RECEIVED

FEB 06 2002

Technology Center 2600

I hereby **rescind** the previous request that the above-identified application not be published under 35 U.S.C. 122(b).

RECEIVED

JUN 19 2002

Technology Center 2100

24 January 2002  
Date

Signature

Michael J. Mallie  
Typed or Printed Name

36,591  
Registration No.

This request must be signed in compliance with 37 CFR 1.33(b).

Send to: Assistant Commissioner for Patents, Washington, D.C. 20231, Box PG Pub.